

*Ford Motor Company*

James P. Vondale, Director  
Automotive Safety Office  
Environmental & Safety Engineering

April 30, 2002

Mr. Kenneth N. Weinstein  
Associate Administrator for Safety Assurance  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

Dear Mr. Weinstein:

**Subject: Safety Recall 02V-101 NSA-11paw  
(Ford Number 02S36)**

Pursuant to the requirements set forth in Part 573 of Title 49 of the Code of Federal Regulations – Defect and Noncompliance Reports, Ford Motor Company is submitting a true or representative copy of information that relates directly to the subject campaign.

Enclosed are dealer and owner letters issued by Ford Customer Service Division regarding a recall of certain 1995 and 1996 Windstar vehicles. Specific details were submitted to you in a letter dated April 3, 2002. Owner notification letters are scheduled to be mailed from May 10 through May 24, 2002.

Sincerely,

*J. P. Vondale*

J. P. Vondale

INVESTIGATION  
OFFICE OF DEFECTS

2002 MAY - 8 A 7 32

RECEIVED

Enclosures  
02S36 Dealer-Owner



# Ford Motor Company

A. R. O'Neill  
Director  
Vehicle Service and Programs  
Ford Customer Service Division

Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

April 2002

**TO:** All Ford and Lincoln Mercury Dealers

**SUBJECT:** Safety Recall 02S36: Certain 1995 through 1996 Model Year Windstar Vehicles  
Right Front Brake Fluid Line Corrosion

## **AFFECTED VEHICLES**

Certain 1995 through 1996 model year Windstar vehicles built at the Oakville Assembly Plant from the beginning of production for the 1995 model year through May 21, 1996 originally sold or currently registered in the following high corrosion States and Provinces.

Connecticut	Delaware	Iowa
Illinois	Indiana	Massachusetts
Maryland	Maine	Michigan
Minnesota	Missouri	New Hampshire
New Jersey	New York	Ohio
Pennsylvania	Rhode Island	Vermont
Wisconsin	West Virginia	District of Columbia

Ontario	New Brunswick	Newfoundland
Nova Scotia	Prince Edward Island	Quebec

## **SAFETY CONCERN**

In some of the affected vehicles, it is possible that the right front brake fluid line may contact the dash panel insulator in the area above the catalytic converter. The combination of the heat from the catalytic converter, contact with the dash panel insulator and road salts used in the winter may cause corrosion over time. In some cases, the corrosion may cause perforation of the brake line. If the brake line is perforated it may result in fluid leakage. With sufficient fluid leakage, the brake warning indicator lamp will illuminate and braking effectiveness may be reduced.

## **SERVICE ACTION**

The dealer must inspect the right front brake fluid line for contact with the dash panel insulator. If contact is present and the brake fluid line is corroded or leaking, the brake fluid line must be replaced. If the brake fluid line is at least 6mm (1/4") away from the dash panel insulator and corrosion is not present, there is no action required. If the brake line is closer than 6mm (1/4") to any component, it must be repositioned to allow sufficient clearance to prevent any future occurrence of corrosion. This must be done on all of the affected vehicles in your inventory as well as customer's vehicles.

## **PLEASE NOTE**

**Correct all vehicles in stock before delivery. Federal law requires dealers to complete any outstanding Safety Recall service before a new vehicle is delivered to the buyer or lessee. Violation of this requirement by a dealer could result in a civil penalty of up to \$5,000 per vehicle.**

**ATTACHMENTS**

- Attachment I:           Administrative Information**
- Attachment II:        Labor Allowances and Parts Ordering Information**
- Attachment III:      Technical Information**
- Customer Notification Letter(s)**

**QUESTIONS?**

- Claims Information..... 1-800-423-8851**
- Other (Dealer Only) Safety Recall Questions..... 1-800-325-5821**

Sincerely,



**Ann O'Neill  
Director  
Vehicle Service and Programs**

**Safety Recall 02S36**  
**Certain 1995 through 1998 Model Year Windstar Vehicles**  
**Right Front Brake Fluid Line Corrosion**

**OASIS**

You must use OASIS to determine if a vehicle is eligible for this Safety Recall.

**Notes: Vehicles will be loaded into OASIS by April 20, 2002**

**PROMPTLY CORRECT**

Promptly correct all affected vehicles on your dealer Online Involved Unit Listing available on QCDealer.com. Also, correct other affected vehicles identified in OASIS which are brought to your dealership.

**DEALER-OWNER CONTACT**

Immediately contact any of your affected owners whose names are not on your VIN list but identified in OASIS. Give the owner a copy of the Owner Letter and schedule a service date.

**Note:** These dealer listings may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than in connection with this Safety Recall is a violation of law in several states/provinces/countries. Accordingly, limit the use of this listing to the follow-up necessary to complete this action.

**REGIONAL CONTACT**

Advise regional office if an owner:

- Cannot be contacted.
- Does not make a service date.

**CLAIMS PREPARATION AND SUBMISSION**

- Enter claims using DWE.
- Refer to ACESII manual for claims preparation and submission information.

**OWNER REFUNDS**

Ford Motor Company will only refund owner-paid repairs applicable to this Safety Recall, which were made before the date of the Owner Letter (or after the date of the Owner Letter if an emergency repair was made away from the servicing dealer). Refer to ACESII manual for refund information.

**RENTAL VEHICLES**

Rental vehicles are not authorized under this program.

**Safety Recall 02836**  
**Certain 1995 through 1996 Model Year Windstar Vehicles**  
**Right Front Brake Fluid Line Corrosion**

**LABOR ALLOWANCES**

Description	Labor Operation	Labor Time
Inspect the Brake Line (Non-Corroded, No Contact, No Leakage, 6mm (1/4") Clearance)	02S36B	0.2 Hours
Inspect and Reposition Brake Line (Non-Corroded, No Leakage, Under 6mm (1/4") Clearance)	02S36C	0.3 Hours
Replace the Brake Line and Bleed the Brake System (Corroded or Leaking)	02S36D	0.7 Hours
Administrative Allowance	Misc. Expense Code "ADMIN"	0.1 Hours

**PARTS REQUIREMENT**

Parts will be direct shipped to dealers by seed stock order for this recall. Dealers should receive their individual seed stock allocation by May 1. Each dealer will receive between 1-5 boxes based on the size of the dealership. Do not order parts until you have received your seed stock and are in need of additional boxes.

Ordering procedure noted below:

Stock Orders	14 days after launch	Call 1-800-325-5621
Stock Orders	After May 1	Normal order process
Interim Orders	14 days after launch	Call 1-800-325-5621
Interim Orders	After May 1	Normal order process

Emergency Orders will be restricted between launch and May 1. To order emergency parts, call 1-800-325-5621. Dealers will be required to give the VIN number of the vehicle involved.

**Note: Because this program will involve a seed stock allocation for each dealer involved, you will not be able to place orders for parts until after May 1. The seed stock process will take place from launch through May 1, 2002. During this time period, dealers can call the support center if there is an urgent need for parts.**

Part Number	Description	Quantity
F58Z-2283-BA	Brake Line and Brake Line Retention Clips (Kit)	1 kit will repair 3 vehicles
PM1	Brake Fluid (DOT 3) 12 oz.	1 per vehicle

**WARNING – DO NOT OVER-ORDER MATERIAL**

**1 BOX WILL REPAIR 3 VEHICLES**  
**5 BOXES WILL REPAIR 15 VEHICLES**  
**10 BOXES WILL REPAIR 30 VEHICLES**

**ORDER INFORMATION**

The DOR/COR for this program is 50280. This number identifies parts ordered for this Safety Recall through the Special Service Support Center (1-800-325-5621).

**DEALER PRICE**

For latest prices, refer to DOES II.

**PARTS RETENTION**

Follow the provisions of the Warranty and Policy Manual for "Parts Retention and Return Policy".

**EXCESS STOCK RETURN**

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

## BRAKE FLUID LINE INSPECTION AND REPLACEMENT

**AFFECTED VEHICLES:** CERTAIN 1995-1996 MODEL YEAR WINDSTAR

### OVERVIEW

This document details the procedure for inspecting and either replacing the right front brake line with a revised part, or adjusting the routing of the existing brake line.

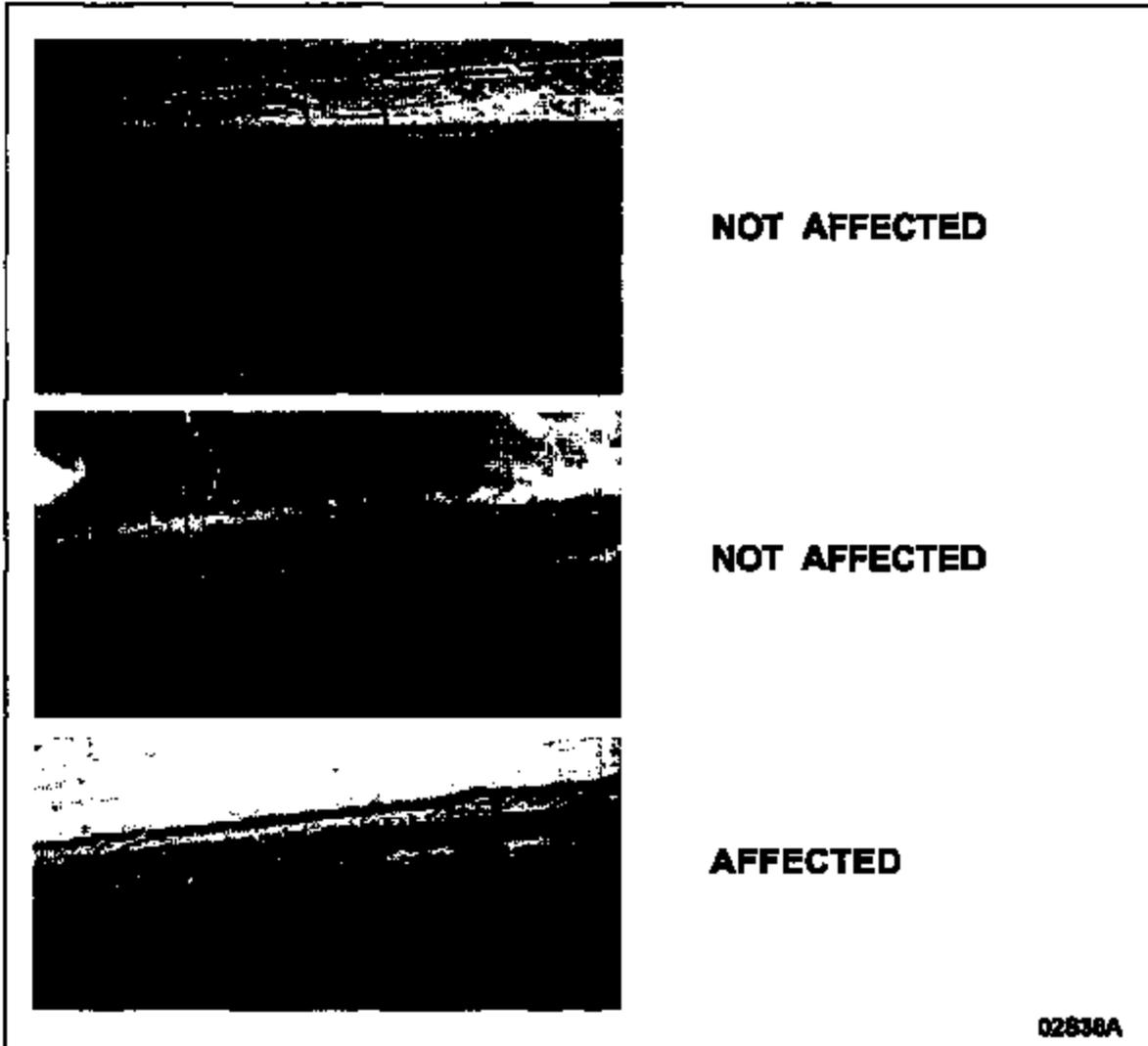
### INSPECTION

1. Raise the vehicle.
2. Inspect the right front brake line in the area above the catalytic converter for the following conditions:
  - Corrosion — Replace the brake line; continue with Brake Line Replacement. For corrosion examples, see Figure 1.
  - Leaks — Replace the brake line; continue with Brake Line Replacement.
  - Contact with any components — Adjust the brake line routing or replace the line depending on the following conditions:
    - a) If the brake line is in contact with any components and in good condition (no leaks or corrosion), continue with Step 3 of this inspection.
    - b) If the brake line is in contact with any components and in poor condition (leaks or corrosion), continue with Brake Line Replacement.
3. **NOTE:** There must be at least 6 mm (1/4 in) of clearance between the brake line and the rest of the vehicle and any components under the vehicle.  
If the brake line was found to be in contact with any component but still in good condition, adjust the brake line as necessary.
4. If replacement is not necessary, lower the vehicle.

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0M02

**EXAMPLES OF BRAKE LINE CONDITIONS**



**FIGURE 1**

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04/02

## BRAKE LINE REPLACEMENT

1. Remove the right front wheel.
2. Remove and discard the right front brake fluid line with the anchoring clips still attached to the line, then plug the brake fluid line coming from the hydraulic control unit (HCU) with a rubber cap or equivalent. See Figure 2.

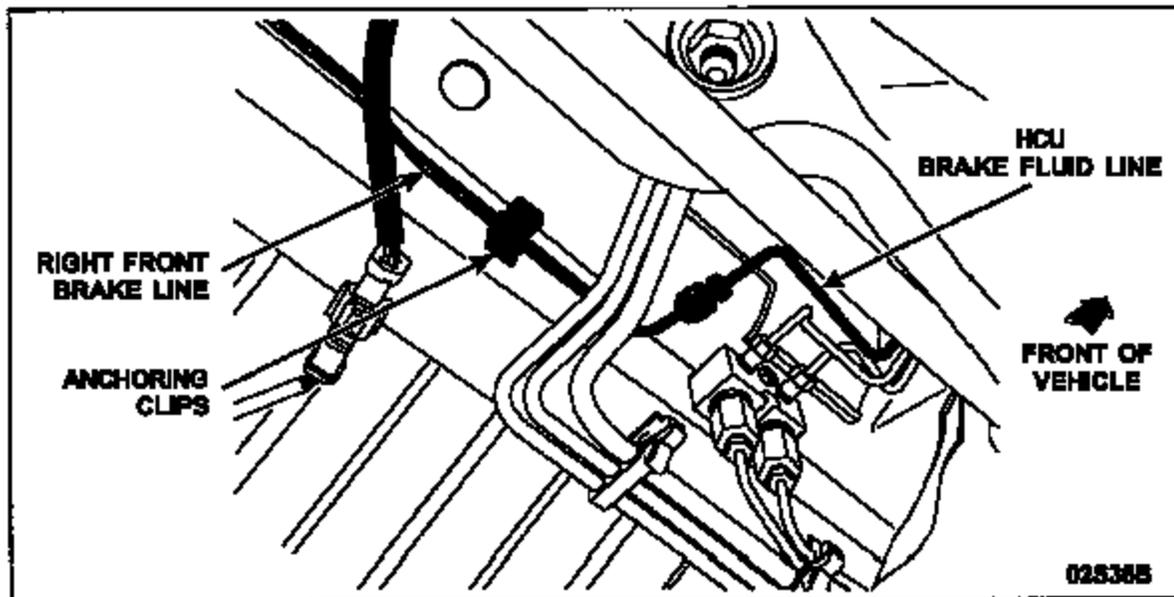


FIGURE 2

3. Install three (3) new anchoring clips onto the vehicle.
4. Remove the plug from the brake fluid line coming from the HCU, then install the new brake fluid line onto the vehicle. Tighten the fittings to 15 Nm (11 lb-ft).
5. Bleed the right front brake fluid line and caliper.
6. Position the right front wheel and install the lug nuts. Tighten the nuts to 133 Nm (98 lb-ft).
7. Check brake system operation.

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0A102



A. R. O'Neill  
Ford Motor Company  
P. O. Box 1904  
Dearborn, Michigan 48121

May 2002

**Safety Recall 02S36**

Mr. John Sample  
123 Main Street  
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in certain 1995 through 1996 Windstar vehicles originally sold or currently registered in high corrosion States and Provinces.

Ford Motor Company apologizes for this situation and wants to assure you that, with your assistance we will correct this condition.

**What the issue is ...** The right front brake fluid line on your Windstar may have been assembled such that it is in contact with the dash panel insulator which insulates the floor of your vehicle from heat produced by your engine during operation. Over time, this contact may remove the corrosion protection of the brake line and, when combined with heat from the catalytic converter and road salt used in the winter, cause the brake fluid line to corrode. This corrosion, if severe, may cause the brake fluid line to leak and reduce the braking performance of your Windstar.

**What Ford Motor Company and your dealer will do ...** Ford Motor Company will inspect your vehicle's right front brake fluid line for leakage, corrosion and contact with the dash panel insulator. Depending on the results of the inspection, your dealer may replace the brake fluid line, reposition the brake fluid line or take no action. Your dealer will perform this service free of charge (parts, if required, and labor).

**How long will it take?** The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

**What we are asking you to do ...** Call your dealer without delay. If you do not already have a servicing dealer, please access [www.dealerconnection.com](http://www.dealerconnection.com) for dealer addresses, maps, and driving instructions. Ask for a service date for Safety Recall 02S36.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

**If you have already paid for this service ...**

If you paid to have this service done before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you have changed address or sold the vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this Safety Recall.

**If you have concerns ...**

If you have trouble getting your vehicle repaired in a reasonable time and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

**Call (866) 435-7332**

**Office Hours (Eastern Time Zone)**

**Monday through Friday: 8AM – 11PM**

**Saturday: 8AM – 6PM**

Hearing impaired call (800) 232-2952. TDD for the hearing impaired.

**Or you may contact us through the Internet ...**

**[www.ownerconnection.com](http://www.ownerconnection.com)**

If you are still having trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-9393.

**Quality Care service is there for you all year long.**



Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading Consumer Company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,

Ann O'Neill

Director

Vehicle Service and Programs